SIEMENS

Navigation

SP

Field Service Strategy

System

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Valid for:
SIREMOBIL IsoC 3D
ARCADIS Varic
ARCADIS Orbic
ARCADIS Orbic 3D

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Field Service Strategy

Purpose

This Field Service Strategy is designed to provide Technical Service in the regional units with the information necessary to ensure problem-free installation, startup and product service.

The Technical Managers will be informed about the publication of the Field Service Strategy.

The Field Service Strategy is available on the Intranet:

(CS/Product Information/SP Systems/Surgery/ARCADISOrbic/Synergy/FielsServiceStrategy)

Objective

To provide an overview of the collaboration with the different navigation system vendors.

System Overview

This Field Service Strategy applies to:

1. SIREMOBIL Iso-C with 3D Option
2. ARCADIS Varic
3. ARCADIS Orbic
4. ARCADIS Orbic with 3D Option

There are a number of different firms (Stryker, BrainLAB, Medtronic, Praxim) that can connect with our system via an interface installed by Siemens (NaviLink) and load Dicom images into the navigation system.

The "NaviLink" option is a universal HW and SW interface.

Navigation System Vendors

The navigation system vendors' contact addresses can be found on the Intranet, in the Knowledge Base.

- Open Knowledge Base
- Select “search in KB”
- Under "Modality", select “SP”
- Click “Siremobil ISO-C”
  - or "ARCADIS Varic" or "ARCADIS Orbic"
- Enter “navigation” under “Free text search”
- Under “use Thesaurus”, select “yes”
- Click "Go".

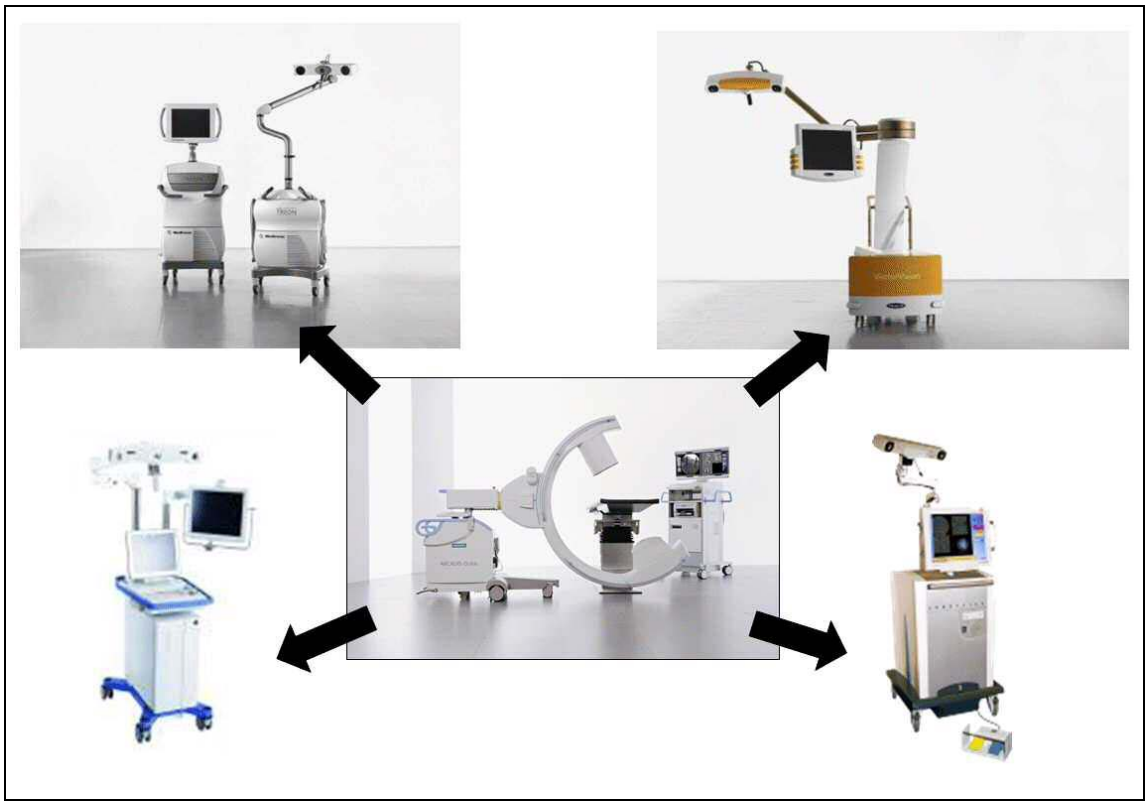

Fig. 1: Cooperation

The navigation system itself is not provided by Siemens, but always by a navigation system vendor.

NaviVision

Previously, navigation systems were only ever available as "stand-alone" systems.

As of January 2006, an integrated solution exists for the ARCADIS family: it is produced in cooperation with the vendor BrainLAB and marketed under the name “NaviVision”.

In this case, integrated navigation means that primary components (e.g. the PC) of the navigation system are integrated into the C-arm monitor trolley.

Advantages of "NaviVision:

1. Optimized workflow and cost-saving potential
2. Space requirement reduced by 20%, since the primary components are integrated.
3. Preparation time reduced by 30% compared to separate components

A cooperation agreement was established between Siemens and the vendor BrainLAB. This agreement establishes and stipulates the procedures for installation and service.

“NaviVision” delivery to the USA, Germany, Austria, and Switzerland is scheduled to begin in Spring 2006.

Overview of installation options

	Siremobil Iso-C 3D	ARCADIS Varic	ARCADIS Orbic	ARCADIS Orbic 3D
NaviLink 2D	No	Yes, for all navigation system vendors	Yes, for all navigation system vendors	Yes, for all navigation system vendors
NaviVision 2D preparation	No	yes, but: only with BrainLAB	yes, but: only with BrainLAB	yes, but: only with BrainLAB
NaviVision 2D	No	yes, but: only with BrainLAB	yes, but: only with BrainLAB	yes, but: only with BrainLAB
				or
NaviLink 3D	Yes, For all Navi- gation system vendors	No	No	Yes, for all navigation system vendors
NaviVision 3D preparation	No	No	No	yes, but: only with BrainLAB
NaviVision 2D	No	No	No	yes, but: only with BrainLAB

Installation, general

NOTE

During the installation process of the navigation system, the visits of the Siemens technician and the navigation system technician do not overlap.

NOTE

The vendor BrainLAB trains certain service technicians to work on Siemens systems; such technicians are authorized to perform certain activities within the service software.

Factory installation of "NaviLink" and of "NaviVision preparation"

When a system is ordered that includes “NaviLink” and/or "NaviVision preparation", these come factory-installed.

On-site installation of "NaviLink" and of "NaviVision preparation"

Navigation system vendor

The navigation system vendor informs the customer that an ARCADIS must be prepared for navigation.

Customer

The customer orders “NaviLink” and, if necessary, "NaviVision preparation" from SIEMENS, and makes an installation appointment with Siemens.

Siemens technician

After the SIEMENS technician has performed all the necessary work steps, he or she notifies the navigation system vendor by fax.

This fax is the trigger for the navigation system vendor.

There is a template for this fax in the navigation installation instructions.

Navigation system vendor

When BrainLAB receives the fax, they contact the customer, schedule the service call for installation and start-up of the navigation system, and perform all required work steps on their own.

Miscellaneous

The navigation system vendor schedules its own service call with the customer.

The presence of a SIEMENS technician is no longer necessary.

This will prevent waiting periods for the SIEMENS technician as well as for the navigation system vendor's technician.

The navigation system vendor turns the navigation system over to the customer and performs the necessary customer briefing.

"NaviVision"

Products or services

Without the permission of the Regional Unit, BrainLAB may not offer the customer any of the products or services listed in the Siemens price book.

NaviVision 2D

“NaviVision” for 2D consists of the following components:

FULLY INTEGRATED NAVIGATION PLATFORM FOR IMAGE-SUPPORTED SURGERY with the following characteristics:

- Navigation computer integrated into the ARCADIS monitor trolley
- Infrared camera for cable-free tracking of passive markers
- Touch screen monitor can be attached to OR table or to ARCADIS monitor trolley

NAVIVISION 2D NAVIGATION SOFTWARE

FLUORO REGISTRATION KIT

SPINAL REFERENCE-X-CLIPS

MOUNTING UNIT

REFERENCE UNIT

BRAINLAB POINTER

STERILIZATION BOX, SPINE

REFLECTIVE MARKER BALLS

APPLICATION TRAINING FOR THE CUSTOMER

NaviVision 3D

“NaviVision” for 3D consists of the following components:

FULLY INTEGRATED NAVIGATION PLATFORM FOR IMAGE-SUPPORTED SURGERY with the following characteristics:

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- Infrared camera for cable-free tracking of passive markers
- Touch screen monitor can be attached to OR table or to ARCADIS monitor trolley

NAVIVISION 3D NAVIGATION SOFTWARE

FLUORO 2D/3D REGISTRATION KIT

SPINAL REFERENCE-X-CLIPS

MOUNTING UNIT

Y-GEOMETRY REFERENCE UNIT

BRAINLAB POINTER

INSTRUMENT CALIBRATION MATRIX

STERILIZATION BOX, SPINE; DRILL GUIDE, SPINAL INSTRUMENTS

DRILL GUIDE SET - STANDARD AND ILIOSACRAL

BROACH SET

REFLECTIVE MARKER BALLS

APPLICATION TRAINING FOR THE CUSTOMER

"NaviVision" installation

"NaviVision" is always installed by BrainLAB on site, on the customer's premises.

Service calls

Workflow

The customer may call either BrainLAB or Siemens.

If the customer calls and it turns out that the other service unit should have been the one contacted, then the service unit called is responsible for informing the other.

The extent to which costs may be charged by one party to another must be agreed upon on site, on a country-by-country basis.

BrainLAB performs service only on BrainLAB components.

Siemens performs service only on Siemens components.

Spare parts

NOTE

No Siemens spare parts can be ordered from BrainLAB.

No spare parts for a navigation system can be ordered from Siemens.

Recording of the systems

Siemens records the Siemens components

BrainLAB records the BrainLAB components, as well as:

- System identification of the Regional Unit (Function Location)
- Serial number of the ARCADIS system
- Customer
- time at which handover of "NaviVision" to the customer takes place

If necessary, Siemens can ask BrainLAB for this information.

Maintenance contract

For the navigation portion of a system, a maintenance contract can be arranged only with BrainLAB.

There are no plans for a comprehensive maintenance contract for a system including navigation.

Installation

NOTE

During the installation process of other navigation systems, the visits of the Siemens technician and the navigation system technician overlap.

NOTE

The Siemens service technician requires two installation visits to the customer.

In-factory preparation

When a system is ordered that includes "NaviLink", "NaviLink" comes factory-installed.

On-site installation of “NaviLink”

Navigation system vendor

The navigation system vendor informs the customer that the ARCADIS, for example, must be prepared for navigation.

Customer

The customer orders "NaviLink" from SIEMENS and schedules the installation service call.

Siemens technician (1st service call)

After the SIEMENS technician has performed all the necessary tasks, he or she notifies the navigation system vendor.

The time required to install "NaviLink" by itself is approx. 3 hours. The other work steps are system-dependent.

Navigation system vendor

After notification of the successful installation of "NaviLink" is received, an installation appointment for the navigation system is scheduled, in coordination with the customer and Siemens.

Siemens technician (2nd service call)

All necessary work steps (such as calibration) are performed collaboratively with the navigation system vendor's technician.

The time required for this work is approx. 5 hours.

Miscellaneous

The navigation system vendor turns the navigation system over to the customer and performs the necessary customer briefing.